

BENCHMARK
FORT STEWART, GEORGIA

COMPUTER BASED TRAINING IN DOC

1. Identify the idea, initiative, or current process. With the fielding and implementation of PD2, many in DOC found that they had to become more proficient in use of the Microsoft Office suite of software. They knew how to use word processing and spreadsheet programs, but were unfamiliar with the nuances of Microsoft Office 97.

2. Identify the place of origination (where or from whom you got the idea). Traditional classroom training on use of this software is expensive both in terms of the classroom instruction and the time the employee would have to be away from the office in classroom training. A systems analyst from another directorate advised of the availability of computer based training (CBT) free-of-charge.

3. Explain how you expanded and enhanced the idea. DOC attempted to download the training from the web site, but the size proved to be more than we wanted to put on individual PCs. Our systems analyst enlisted the assistance of DOIM who had the program put on the PCs in the DOIM classroom. DOC wanted to be able to have availability of just the Microsoft Office suite within DOC so employees would not have to schedule class time in the DOIM classroom and could work on the programs as time permitted. In cooperation with DOIM, the CBT training was put on three PCs in a DOC training room.

4. Describe benefits/values derived from your efforts. Training on any program part of Microsoft Office 97 is available to all employees within DOC. The training on each package is broken down from beginning to expert so each employee is able to train at their individual level of experience and expertise. Employees are able to train as they find a few available minutes during the day rather than arranging schedules around rigid classroom training schedules. The offers flexible and responsive training to individual needs. (POC is Ms. Cathleen Thomas, DSN 870-2964.)